

State of Utah—DTS Product Description Shared SQL Server Database Hosting

State of Utah—DTS
September 29, 2006

Product Summary

The Shared MS SQL Server product is available to all State of Utah agencies, including the Legislative and Judicial Branches and local government.

Description of Services

DTS provides shared SQL Server environments (production, development, and acceptance testing) on a Windows platform in the Salt Lake City Data Center. State agencies access SQL Server data using the well-known Structured Query Language (SQL) via applications and other standard interfaces.

Product Benefits

DTS manages the SQL Server environment by performing these services:

- 7 x 24 support of the SQL Server environment;
- Software upgrades, as well as preventative software maintenance of the SQL Server environment;
- State of the art diagnostic tools and monitoring;
- Maintenance of the SQL Server environment so that DTS has full vendor support of the environment;
- Administration security for the SQL Server subsystem;
- Enterprise-class storage provided by highly available disk and tape environments.
- Data placement, backup and recovery, and performance tuning of the SQL Server environment, including routinely scheduled data reorganization and operating system tuning;
- Proactive identification of problematic routines and processes, which may be result in performance degradation within the environment with suggestions for improvement;
- Tuning of SQL, etc., to make applications run more efficiently can also be performed, upon request for an additional fee.
- Customers are responsible for the building of tables, indexes, etc., once they have received their own database environment. However, business day support of user requests for DBA assistance in data loads, table and index creation, data migration and other non-disruptive tasks can be requested for an additional charge.

Backup and Recovery

Daily database backups are created and retained at the SLC Data Center for two weeks for the purpose of restoring data in case of a hardware or software failure. However, providing archiving of a collection of backups or sending backups to an off-site location for disaster recovery can be performed for the customer at an additional cost.

Services Not Included with this Product

Application Programming Services

DTS does not provide application programming services as part of the SQL Server Database Hosting product. Such services are available from DTS Engineering Services.

Related IT Services

Service fees include:

- Extended hours support of user requests for data loads, table and index creation, recovery of table spaces and indexes, and other user requested after hours tasks (Time + Materials);
- Assistance with off-site recovery procedures and testing (Time + Materials);
- Assistance with application-specific diagnostics (Time + Materials);
- Assistance with data propagation to other platforms (Time + Materials); and,
- Dedicated environments to accommodate the requirements for applications with special needs, including clustering, failover, replication, and disaster recovery.

DTS Customer Support

Problem resolution by DTS staff, agency staff, and vendors is managed and coordinated through the DTS Customer Support Center. The following parameters govern DTS efforts to resolve technical issues:

- Problem priority is based on defined criteria for the importance of the system affected, the severity of system degradation, and the number of affected users.
- Problems can be submitted 24 x 7 by telephone, Internet, or on-line chat.
- Internet submissions are monitored during business hours (M-F 7:30 a.m. to 5:30 p.m.).
- Time to Initial Response targets for submitted problems are two business hours for low and medium priorities, one clock hour for high priorities, and thirty clock minutes for urgent priorities.
- Total Time to Resolution targets for problems are twelve business hours for low priorities, ten business hours for medium priorities, six clock hours for high priorities, and two clock hours for urgent priorities.
- Performance against Initial Response and Resolution targets is measured regularly.
- Customer satisfaction is measured regularly.
- Service outages are analyzed to determine root causes and to indicate future preventative measures.

System Requirements

Customer applications associated with the Shared SQL Server Database product must comply with the DTS Version Upgrade Policy.

Policies

- Technical Bulletin #328, regarding version upgrades, applies to MS SQL Server environments. For more information, please see ITS Technical Bulletin #328.
- Database environments that are disruptive to other shared users or that require resources beyond the scope of this product offering may not be candidates for an MS SQL Server shared environment.
- Users are expected to adhere to best practices regarding password maintenance and should change them regularly.
- The MS SQL Server database environments are only available through connections within the State Network. Special requirements may require firewall changes and will be managed on a one-on-one basis.

Product Billing and Rates

Rates proposed for this environment during the 2007 Rate Committee meetings are as follows:

- 0 – 2 gigabytes = \$100/month

- Each additional 0-2 gigabyte block = \$75/month

Ordering the Product

Any State agency interested in purchasing Shared SQL Server Hosting should contact their assigned DTS Customer Relationship Manager (CRM). The CRM will help guide the customer through the following process:

1. The customer fills out a Shared SQL Server Hosting order form on the DTS Products and Services Web site.
2. DTS contacts the customer to gather additional information.
3. DTS provides a cost estimate and a schedule estimate to the customer.
4. The customer agency provides approval, including billing information.
5. DTS builds the requested database environment and informs the customer when the environment is ready for use.

Product Agreement

DTS and the customer agree that this product description, together with an approved Product Order Form, constitutes a binding agreement between both parties for the product and related services, as required by the customer. This agreement remains in effect according to the terms specified in the Product Order Form.

Product and/or service rates are listed in accordance with the approved DTS Rate Schedules. Therefore, the product description and order form replaces all other documentation (i.e., contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.). To the extent that the terms set forth above conflict with an existing contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between DTS and the customer, the parties acknowledge that the foregoing shall supersede the earlier agreement.